

IOWA DEPARTMENT OF ADMINISTRATIVE SERVICES ▼
HUMAN RESOURCES ENTERPRISE

HUMAN RESOURCES TECHNICAL SPECIALIST

DEFINITION

Performs assignments of a technical and specialized nature in one of the established human resources programs of the Department of Administrative Services; performs related work as required.

The Work Examples and Competencies listed are for illustrative purposes only and not intended to be the primary basis for position classification decisions.

WORK EXAMPLES

Interprets Department of Administrative Services – Human Resources Enterprise (DAS-HRE) rules, policies, procedures, guidelines and collective bargaining agreements; advises Human Resources Associates and Technical Assistants, DAS-HRE staff and supervisors and employees regarding pay, leave usage, work schedules, overtime/compensatory leave, holiday pay, long term disability, family and medical leave, donated leave, dependent care, deferred compensation/tax sheltered annuities, health, dental and life insurance and the employment process.

Audits payroll/human resources documents and approves changes; calculates employee pay and benefit amounts and corrects errors; contacts agency/department Human Resources Associates and Technical Assistants when errors are detected and advises regarding mistakes.

Reviews health, dental, life and long term disability applications or changes for completeness and eligibility; assists employees in filing and processing appeals for unpaid claims and denial of coverage to the State Insurance Commissioner; maintains employee beneficiary files.

Maintains lists of eligible applicants/employees; prepares promotional, non-promotional, recall and outplacement lists; verifies that information on payroll documents agrees with lists; checks for approved hiring justification; certifies that payroll documents are complete and accurate.

Reviews/researches State Appeal Board claims, including payroll errors, grievances, arbitrations, court decisions; verifies dollar amounts and recommends payment.

Evaluates job applications to determine if minimum qualifications are met and rates applicants' education and experience; answers questions from DAS-HRE staff, employees and applicants regarding qualifying education and experience.

Provides input on proposed changes to the DAS-HRE administrative rules affecting human resources programs; updates DAS-HRE procedure manuals and program handouts.

COMPETENCIES REQUIRED

Knowledge of federal, state, DAS-HRE and agency programs, rules, regulations, policies and procedures as they relate to the composition and processing of employment, payroll, benefit and position control documents.

Knowledge of the inter-relationships between programs and operations of state agencies and those of the departments of DAS and Management.

Ability to carry out arithmetic computations required for completing payroll, special pay actions and related calculations.

Ability to apply federal, DAS-HRE and agency rules, policies and procedures to specialized personnel functions such as payroll, benefits, compensation, classification, collective bargaining, selection, recruitment and Affirmative Action/Equal Employment Opportunity (AA/EEO).

Ability to provide advice and guidance regarding human resources matters to employees, supervisors, department officials and the general public.

Ability to compile and maintain records, reports and supporting documentation for processing and retrieval.

Ability to organize and present facts and opinions clearly and concisely, both orally and in writing.

Ability to gather, assemble and analyze facts, draw conclusions and develop solutions to problems in operations to which assigned.

Ability to meet customer needs in a consistently helpful and courteous manner.

Ability to work cooperatively with others as part of a team.

Ability to apply personal work attitudes such as honesty, responsibility and trustworthiness required to be a productive employee.

Displays high standards of ethical conduct. Refrains from dishonest behavior.

Works and communicates with all clients and customers providing quality professional service.

Displays a high level of initiative, effort, attention to detail and commitment by completing assignments efficiently with minimal supervision.

Follows policy, cooperates with supervisors and aligns behavior with the goals of the organization.

Fosters and facilitates cooperation, pride, trust, group identity and team spirit throughout the organization.

Exchanges information with individuals or groups effectively by listening and responding appropriately.

EDUCATION, EXPERIENCE, AND SPECIAL REQUIREMENTS

Experience equal to three years of full-time administrative support work, one year of which was in a human resources related program area;

OR

an equivalent combination of education and experience substituting the equivalent of thirty semester hours of post high school course work for each year of the required experience;

OR

certification from the State of Iowa Administrative Assistant Certificate Program will substitute for six months of the required experience;

OR

employees with current continuous experience in the state executive branch that includes experience equal to twelve months of full-time administrative support work in a human resources related program area.

Effective Date: 01/11 CH